

- ***The total number of Medicaid eligible trips provided by Call-A-Ride is estimated to be 29,165 on an annual basis.***

**D. Transportation Sources:**

**Vehicles -**

- Bi-State's current van fleet consists of 68 vehicles, of which 51 are raised-roof lift-equipped vans and 17 are standard non-lift vans. A detailed fleet roster is attached.
- The new 1994 Ford Eldorado vehicles are wide body vans with raised roofs and can seat 4 forward facing wheelchair customers and/or 12 ambulatory customers.
- Bi-State is currently purchasing 48 new wide-body raised-roof vehicles with seating for 2 forward facing wheelchair customers and/or 14 ambulatory customers. ***By September 1996, the entire Call-A-Ride fleet will be lift-equipped and consist of state-of-the-art wide-body vehicles which offer excellent customer amenities.*** A schematic detailing the interior and exterior of these new vehicles is attached.
- All of the vehicles in the Call-A-Ride fleet are equipped with two-way radios and will soon be equipped with Mobile Data Terminals (MDTs) for continuous and instantaneous communication with our paratransit dispatch center. This state-of-the-art communication equipment enables us to respond quickly to customer requests and on-street conditions to keep customers "on time" for their important appointments.

**Maintenance:**

- The vans used for this contract are housed at our modern Main Shop Maintenance facility. Maintenance is performed in a fully equipped maintenance shop located within the facility. The paratransit/truck shop has a full time staff of two foremen and 12 trained mechanics with an average of 5 years. experience each in the maintenance of paratransit vehicles. 100% of our mechanics have had formal training through the Agency's vocational training program including specialized training on items unique to our vehicles. About 95% are also graduates of recognized Mechanic training programs.
- In addition to the on-site maintenance, this shop is supported by our Main Repair Facility. This facility has a staff of 80 other mechanics and performs all major repairs, such as bodywork, powertrain overhauls, and unit overhauls of over 400 different replaceable units on the vehicles. ***Bi-State has mechanics on duty for road service or in-house maintenance from 4:00am - 1:30am.***
- Preventive maintenance inspections are performed at 3,000 mile intervals, with a mainframe computer program keeping track of when inspections are due, as well as all maintenance activities performed on each vehicle. Copies of all of our preventive maintenance inspection forms are attached. All inspections performed on Bi-State vehicles exceed the standards of local, county and state safety inspection requirements.
- In addition to the scheduled preventive maintenance, a pre-trip inspection is performed by each van operator prior to going into service with the van each day. Any defects

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found are noted on defect card, and the defects are repaired when the van turns back into the shop. In the event that safety items or items that would cause an in-service failure are detected on the pre-trip inspection, these items are repaired prior to pull out, or the operator is assigned a different van until repairs can be made. A copy of the operator's defect card is also attached.

- Bi-State also has a Quality Assurance Department, whose primary responsibility is to assure that all vans are maintained in accordance with manufacturer's recommendations. Quality Assurance also assures that all fluid, lubricants, and replacement parts used on the vans meet manufacturer's specifications.
- The excellence of the Agency's paratransit maintenance program is reflected in daily operations. The vehicles are clean inside and out, they are well maintained, and they are reliable averaging over 50,000 miles between in-service mechanical delays.

### Section III. Description of Transportation Program

#### **A. Call-A-Ride Routing/Scheduling/Dispatching Procedures:**

- Bi-State has aggressively incorporated state-of-the-art technology into the operations environment to provide customers with the highest quality service possible in a productive efficient manner.
- All paratransit routing, scheduling and dispatching is done using a sophisticated computer system that enables the Operations Staff to identify all possible trip opportunities available for customers and optimize those trips for maximum efficiency. ***DSS/DMS can be assured that the services provided to clients are developed with quality as well as efficiency in mind.***
- When Call-A-Ride schedulers accept reservations for trips, the automated routing and scheduling system generates an estimated time of pick-up and drop-off for each passenger. Using geographically coded map coordinates, the system can calculate travel distances and times from point to point through the course of every van route that the requested trip might possibly fit on and display this information for the scheduler. ***The scheduler can pick the most efficient van route that accommodates the needs of the customer, in terms of pick-up times, appointment times, return times and so forth.***
- Our sophisticated Dispatch Center also incorporates state-of-the-art technology with automated trip dispatch software and Mobile Data Terminals (MDTs) which will soon be operational in each vehicle. Dispatchers send customer trips to the drivers in the field via computer and it displays on their MDT. As the drivers perform each trip, the MDTs automatically record key information from the vehicle odometer and clock and transmit this back to the Dispatch Center providing us with "real time" information on each vehicle. This data includes the "real estimated time of arrival" for each trip for every

driver in the field enabling dispatchers to monitor trips and appointment times, and move trips to different vehicles when necessary to keep customer trips on time.

**B. Call-A-Ride Operating Procedures:**

- To ensure quality on-street operations *Call-A-Ride has a dedicated Operations Supervisor in the field monitoring service* and responding to problems. He has personally met with directors at the dialysis centers, medical centers, sheltered workshops and so forth to discuss their service and address concerns. To date, the concerns have been very few and all have been addressed.
- Call-A-Ride has procedures in place to *document and respond to all incidents that occur in the field*. Attached are copies of our Incident Reports: one report is filled out by the driver documenting the incident and detail; the office report is filled out by the supervisory staff that followed-up on the incident and documents how the incident was resolved.
- Call-A-Ride staff also capture all comments that customer would like to make whenever they call our offices, either at the Reservation Center, the Dispatch Center or our business offices. Attached is a copy of our Customer Contact Report where complaints, commendations, suggestions or inquiries are recorded. Each call is investigated and the action taken is notated on the form.

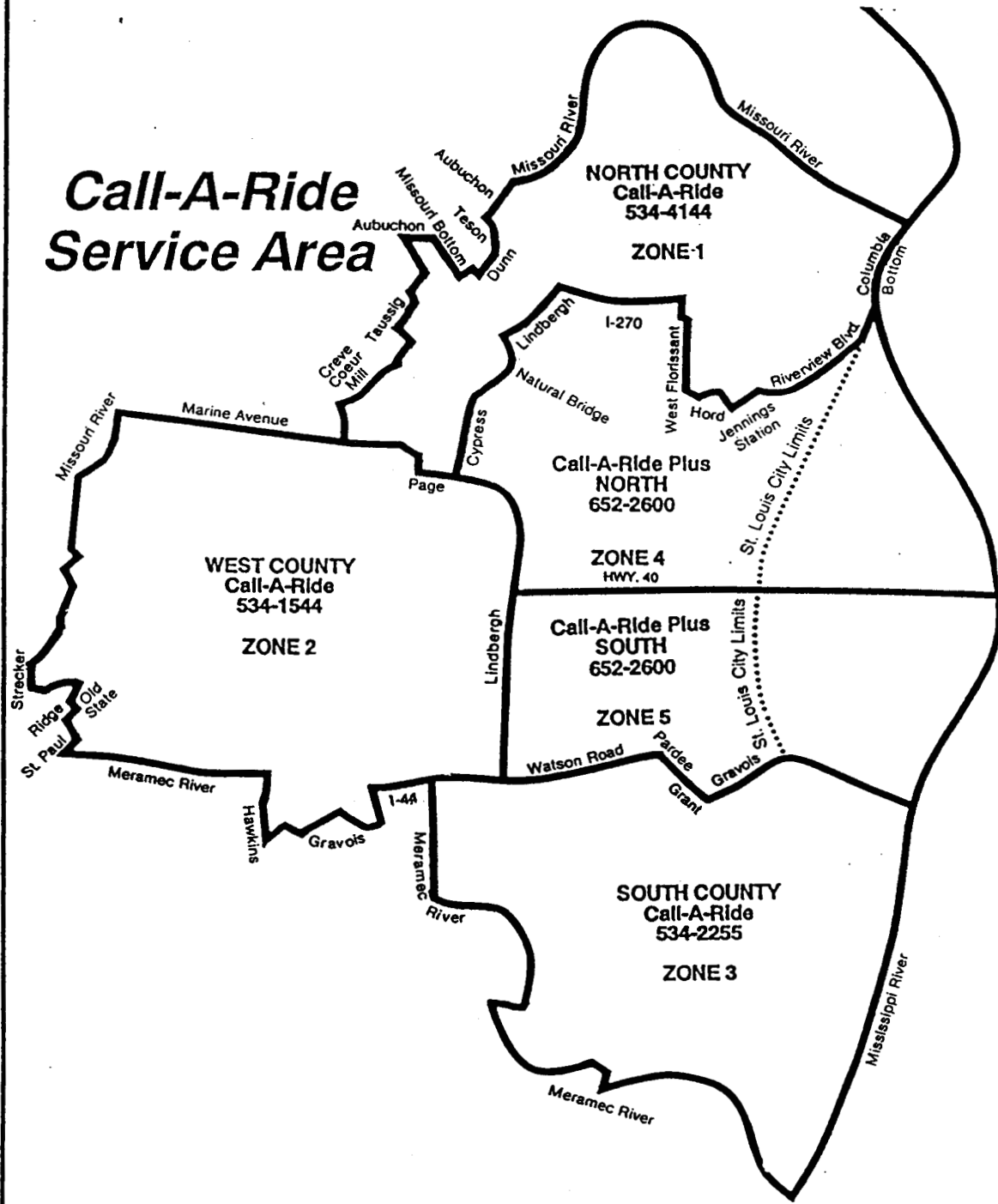
**C. Call-A-Ride Efficiency and Productivity:**

- Bi-State initiated the Call-A-Ride service in 1985 with private vendors providing the service under contract. Bi-State took over the service in 1988 and has steadily improved the service to provide first class paratransit operations with experienced transit professionals, state-of-the-art scheduling and dispatch technology, a modern accessible fleet and exceptional maintenance.
- Since 1987, *Bi-State has more than tripled ridership on the service* from 81,400 riders in 1987 to over 340,000 estimated for this fiscal year.
- Bi-State also dramatically improved the productivity and efficiency of the service. Call-A-Ride averages about 3 scheduled passengers per hour - which means the *vans are making passenger stops about every 10 minutes* all day every day from 4am - 12am.
- Service quality has been markedly improved as well. On an average month over *90% of all trips are picked up on time*.
- These impressive statistics are due in large part to the professionalism of our drivers and maintenance staff. Call-A-Ride averages *70,000 miles between accidents and 50,000 miles between mechanical delays*.

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# Call-A-Ride Service Area



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# Call-A-Ride Fleet Roster Eff 2-1-95

Year	Seat Cap	Van
F-1990	15 Pass	1901
		1902
		1903
		1904
		1905
		1906
		1907
		1908
		1909
		1910
		1911
		1912
		1913
		1914
		1915
		1916

Year	Seat Cap	Van
F-1991	4 - W/C	1925
		1926
		1927
		1928
		1929

Year	Seat Cap	Van
F-1990	3-W/C	Van
		1951
		1952
		1953
		1954
		1955
		1956
		1957
		1958
		1960
		1961
		1962
		1963
		1964
		1965
		1966
		1967
		1968
		1969
		1970
		1971
		1972
		1973
		1974

Year	Seat Cap	Van
F-1991	3-W/C	1975
		1976
		1977
		1978
		1979
		1980
	RearLoader	1981
	RearLoader	1982

F/E 1994	4-W/C.	Van
		4901
		4902
		4903
		4904
		4905
		4906
		4907
		4908
		4909
	13 P Straight Van	4910
		4911
		4912
		4913
		4914
		4915

	Fords	F/E	Total
Str/Vans	16	1	17
4- W/C	5	14	19
3- W/C	32	0	32
Total	53	15	68

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# FORD E-350 INSPECTION

VEHICLE NO. \_\_\_\_\_  
 DATE \_\_\_\_\_  
 WORK ORDER NO. \_\_\_\_\_  
 INSPECTED BY: \_\_\_\_\_  
 (NAME)

ANTIFREEZE READING \_\_\_\_\_  
 INSPECTION SERIES \_\_\_\_\_  
 MILEAGE \_\_\_\_\_  
 (CLOCK #) (EMPLOYEE SIGNATURE)

CIRCLE THE "X" FOR COMPLETED WORK NOTE ALL DEFECTS		3000	12,000	24,000	NEEDS
		MILE	MILE	MILE	REPAIR
1	Change engine oil and filter, check coolant level, take an oil sample, record leaks.	X	X	X	
2	Inspect suspension and steering.	X	X	X	
3	Lube all grease fittings, doors, & latch.	X	X	X	
4	Inspect front disc brake lining, lines and hoses, pack bearings when replacing pads at 4/32	X	X	X	
5	Check and adjust differential oil.	X	X	X	
6	Inspect & adjust rear brake shoes, replace at 4/32.	X	X	X	
7	Inspect U-joints for plan and lube.	X	X	X	
8	Inspect shocks for leaks and proper mounting.	X	X	X	
9	Inspect exhaust, i.e., leaks, pipe condition, hangers.	X	X	X	
10	Change transmission fluid and filter.			X	
1	Inspect drive belts, check belt tension.	X	X	X	
12	Inspect coolant hoses.	X	X	X	
13	Replace coolant filter.	X	X	X	
14	Check brake fluid and power steering fluid levels.	X	X	X	
15	Drain water from fuel filter.	X	X	X	
16	Replace fuel filter.		X	X	
17	Replace air filter.		X	X	
18	Check all light operation inside & out, check all glass.	X	X	X	
19	Check all warning light operation and delay start system.	X	X	X	
20	Inspect W/C lift & limit switch operation, check parking brake interlock.	X	X	X	
21	Clean batteries and battery terminals, clean and lube tray sides.	X	X	X	
22	Inspect first aid kit - replace if needed.	X	X	X	
23	Inspect FIRE EXTINGUISHER & proper mounting.	X	X	X	
24	Check interior for defects (missing seat pins, tie downs, loose seats, etc.)	X	X	X	
25	Check heat and A/C operation.	X	X	X	
26	Check tire condition, adjust air pressure, torque lug nuts to 140 lbs.	X	X	X	

27. W/S WIPERS + WASHERS

Supervisor's Signature \_\_\_\_\_

COMMENTS:

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### Incident Report for Call-A-Ride

This form is for use by drivers to record the details of any incident which occurs on a vehicle while clients are being transported. Drivers are expected to report any and all of these incidents which could include the following: fights, destruction of property, disobedience, foul language by clients, injuries resulting while boarding and/or alighting from the vehicle, no one at the residence to receive the client, etc.

Date of the Incident: \_\_\_\_\_ Time of the Incident: \_\_\_\_\_

Driver's Name: \_\_\_\_\_ Badge #: \_\_\_\_\_ Run #: \_\_\_\_\_

Location of the Incident: \_\_\_\_\_

Person(s) Involved: \_\_\_\_\_

Injuries YES \_\_\_\_\_ NO \_\_\_\_\_

Who sustained the injuries? \_\_\_\_\_

Description of the Incident: \_\_\_\_\_

Action Taken by the Driver: \_\_\_\_\_

Changes that would prevent such incident in the future: \_\_\_\_\_

Date of this report: \_\_\_\_\_

Driver's Signature: \_\_\_\_\_ State Plan TN# 96-07 Effective Date 1-1-1996  
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FOR OFFICE USE ONLY

Date of initial response

\_\_\_\_\_

Person initiating the response

\_\_\_\_\_

List of parties to be  
contacted (check as they are  
contacted)

\_\_\_\_\_

( )

\_\_\_\_\_

( )

\_\_\_\_\_

( )

\_\_\_\_\_

( )

\_\_\_\_\_

( )

Action taken in response  
to this incident

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Final Disposition

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Date of Final Disposition

\_\_\_\_\_

Copies of this report  
forwarded to:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**CALL-A-RIDE**NO. 1487**CUSTOMER CONTACT REPORT**☐ COMPLAINT☐ COMMENDATION☐ SUGGESTION☐ INQUIRYDATE OF OCCURRENCE \_\_\_\_\_ TIME <sup>AM</sup> PM \_\_\_\_\_ AREA \_\_\_\_\_

SECTION \_\_\_\_\_ LOCATION \_\_\_\_\_

S.N.D. \_\_\_\_\_ RUN NO. \_\_\_\_\_ OPERATOR \_\_\_\_\_ BADGE \_\_\_\_\_

CUSTOMER'S COMMENTS: \_\_\_\_\_

## COPIES TO:

Manager	
Customer Contact File	
Employee File	
Labor Relations	
Rollins - Burdick - Hunter	
Safety	

ACTION TAKEN: \_\_\_\_\_

SIGNED \_\_\_\_\_ DATE \_\_\_\_\_

CUSTOMER'S NAME \_\_\_\_\_

RECEIVED BY \_\_\_\_\_ DATE \_\_\_\_\_

ADDRESS \_\_\_\_\_

TIME \_\_\_\_\_

CITY, STATE &amp; ZIP \_\_\_\_\_ State Plan TN# \_\_\_\_\_

REPLY TO CUSTOMER:

☐ NOT NEEDED☐ REQUESTEDEffective Date 1-1-96 BY PHONEApproval Date MAY 9 2 1996 MAIL

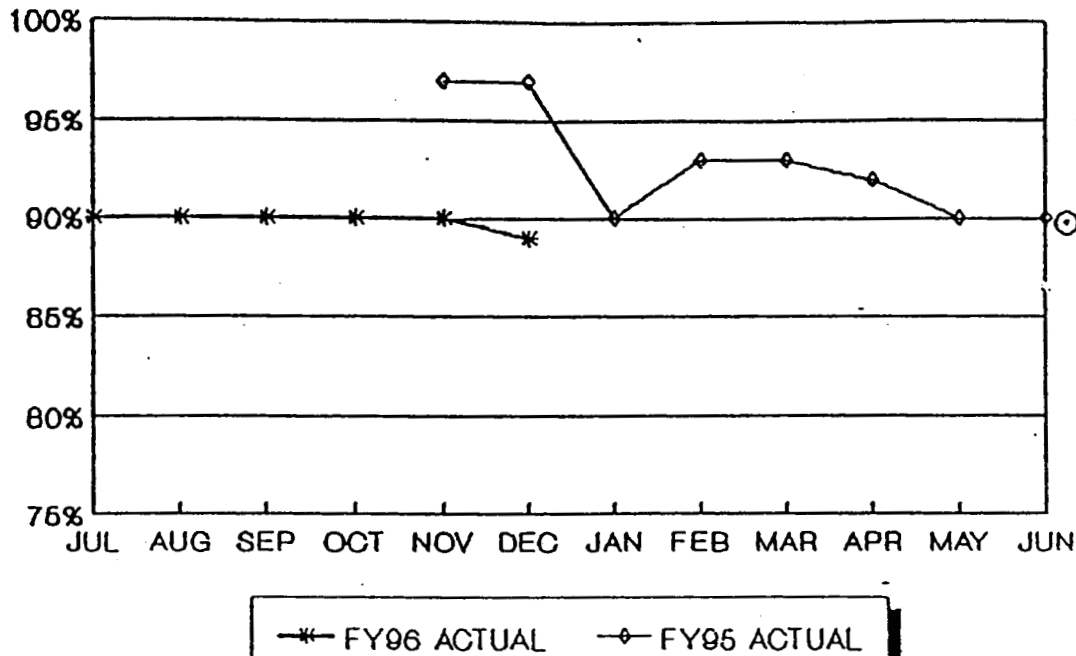
PHONE \_\_\_\_\_ PHONE \_\_\_\_\_

REPLY MADE BY \_\_\_\_\_ DATE \_\_\_\_\_

Work

Home

# ON-TIME PERFORMANCE DEMAND RESPONSE FY 1996 QUARTERLY INDICATOR



: FY :	MONTHLY			CUMULATIVE		
	1996	1995	% VARIANCE :	1996	1995	% VARIANCE :
: JULY :	90.0 :	NA :	NA :	90.0 :	NA :	NA :
: AUGUST :	90.0 :	NA :	NA :	90.0 :	NA :	NA :
: SEPTEMBER :	90.0 :	NA :	NA :	90.0 :	NA :	NA :
: OCTOBER :	90.0 :	NA :	NA :	90.0 :	NA :	NA :
: NOVEMBER :	90.0 :	97.0 :	(0.07):	90.0 :	97.0 :	(0.07):
: DECEMBER :	89.0 :	97.0 :	(0.08):	89.8 :	97.0 :	(0.07):
: JANUARY :	:	90.0 :	:	:	94.7 :	:
: FEBRUARY :	:	93.0 :	:	:	94.3 :	:
: MARCH :	:	93.0 :	:	:	94.0 :	:
: APRIL :	:	92.0 :	:	:	93.7 :	:
: MAY :	:	90.0 :	:	:	93.1 :	:
: JUNE :	:	90.0 :	:	:	92.8 :	:

THE ON-TIME PERFORMANCE GOAL FOR FY 1996 IS 90.0%

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